

EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	21	shar\$4 with ((user or client or customer or consumer) adj2 profile) with (server\$3 or provider\$3 or (third adj party)) and (customi\$6 or modify\$5) with (respons\$4 or output or result\$2)	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:38
L2	3	personaliz\$4 with (content\$2 or result\$2 or output\$2 or respons\$2) with (user adj information) and shar\$4 with ((user or client or customer or consumer) adj2 profile) with (server\$3 or provider\$3 or (third adj party))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:41
L3	7087	707/3.ccls.	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:41
L4	6097	707/10.ccls.	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:41
L5	2524	707/101.ccls.	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:41
L6	1058	707/8.ccls.	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:41
L7	0	1 and 3	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:42
L8	1	1 and 4	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:42
L9	0	1 and 5	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:42
L10	0	1 and 6	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:42

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L11	19	shar\$4 with ((user or client or customer or consumer) adj2 profile) with (server\$3 or provider\$3 or (third adj party)) and personaliz\$4 with (content\$2 or result\$2 or output\$2 or respons\$2)	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:43
L12	2	3 and 11	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:44
L13	4	4 and 11	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:43
L14	0	5 and 11	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:43
L15	0	6 and 11	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:43
L16	1766	709/245.ccls.	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:44
L17	1583	709/246.ccls.	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:44
L18	0	11 and 16	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:44
L19	0	11 and 17	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 21:44
L20	104	((user or client or customer or consumer) adj profile) same database same provide\$4 same (application or software) and @ay<="2001"	US-PGPUB; USPAT; DERWENT; IBM_TDB	OR	ON	2006/08/16 21:52
L21	1557	707/9.ccls.	US-PGPUB; USPAT; DERWENT; IBM_TDB	OR	ON	2006/08/16 21:52

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L22	181	717/121.ccls.	US-PGPUB; USPAT; DERWENT; IBM_TDB	OR	ON	2006/08/16 21:52
L23	2	20 and 21	US-PGPUB; USPAT; DERWENT; IBM_TDB	OR	ON	2006/08/16 21:52
L24	0	20 and 22	US-PGPUB; USPAT; DERWENT; IBM_TDB	OR	ON	2006/08/16 21:52



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» Key

IEEE JNL IEEE Journal or Magazine
IEE JNL IEE Journal or Magazine
IEEE CNF IEEE Conference Proceeding
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Cudd, P.A.; Oskouie, R.;
[IEE Colloquium on Interfaces - The Leading Edge \(Digest No.1996/126\)](#)
3 April 1996 Page(s):11/1 - 11/9
[AbstractPlus](#) | Full Text: [PDF\(588 KB\)](#) IEE CNF
- ☐ 2. **A user adaptable user interface model to support ubiquitous user access applications**
Davis, J.; Tierney, A.; Chang, E.;
[Computer Software and Applications Conference, 2005. COMPSAC 2005. 29th International](#)
Volume 1, 26-28 July 2005 Page(s):351 - 358 Vol. 2
Digital Object Identifier 10.1109/COMPSAC.2005.37
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Yooncheong Cho; Il Im; Hiltz, R.; Fjermestad, J.;
[System Sciences, 2002. HICSS. Proceedings of the 35th Annual Hawaii Intern Conference on](#)
7-10 Jan 2002 Page(s):2308 - 2317
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- ☐ 4. **Capability based admission control for broadband CDMA networks**
Dongxu Shen; Chuanyi Ji;
[Vehicular Technology Conference, 2001. VTC 2001 Fall. IEEE VTS 54th](#)
Volume 1, 2001 Page(s):202 - 206 vol.1
Digital Object Identifier 10.1109/VTC.2001.956586
[AbstractPlus](#) | Full Text: [PDF\(456 KB\)](#) IEEE CNF
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- ☐ 5. **Data mining for customer load profile analysis**
Kitayama, M.; Matsubara, R.; Izui, Y.;
[Transmission and Distribution Conference and Exhibition 2002: Asia Pacific. IE](#)
Volume 1, 6-10 Oct. 2002 Page(s):654 - 655 vol.1
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IEEE JNL IEEE Journal or
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IEE JNL IEE Journal or Magazine

IEEE CNF IEEE Conference
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IEEE STD IEEE Standard

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3 April 1996 Page(s):11/1 - 11/9
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- ☐ 2. **A user adaptable user interface model to support ubiquitous user access applications**
Davis, J.; Tierney, A.; Chang, E.;
Computer Software and Applications Conference, 2005. COMPSAC 2005. 29th International
Volume 1, 26-28 July 2005 Page(s):351 - 358 Vol. 2
Digital Object Identifier 10.1109/COMPSAC.2005.37
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System Sciences, 2002. HICSS. Proceedings of the 35th Annual Hawaii Intern
Conference on
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Dongxu Shen; Chuanyi Ji;
Vehicular Technology Conference, 2001. VTC 2001 Fall. IEEE VTS 54th
Volume 1, 2001 Page(s):202 - 206 vol.1
Digital Object Identifier 10.1109/VTC.2001.956586
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- ☐ 5. **Data mining for customer load profile analysis**
Kitayama, M.; Matsubara, R.; Izui, Y.;
Transmission and Distribution Conference and Exhibition 2002: Asia Pacific. IE
Volume 1, 6-10 Oct. 2002 Page(s):654 - 655 vol.1
Digital Object Identifier 10.1109/TDC.2002.1178509



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IEEE JNL IEEE Journal or Magazine

IEE JNL IEE Journal or Magazine

IEEE CNF IEEE Conference Proceeding

IEE CNF IEE Conference Proceeding

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Mourad, A.; Huiqun Liu;
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Digital Object Identifier 10.1109/ISCC.1997.615963
[AbstractPlus](#) | Full Text: [PDF](#)(484 KB) IEEE CNF
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- ☐ 2. **An analysis of online customer complaints: implications for Web complai**
Yooncheong Cho; Il Im; Hiltz, R.; Fjermestad, J.;

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Distributing users with profile and buffer constraint in enterprise systems

Ping-Ho Ting Kuan-Ching Li Ping-Yu Hsu Chun-Chung Wei Hsiang-Kai Liao
 Dept. of Hospitality Manage., Tunghai Univ., Taiwan

This paper appears in: [Advanced Information Networking and Applications, 2006. AIN 2006. International Conference on](#)

Publication Date: 18-20 April 2006

Volume: 2

On page(s): 5 pp.

Number of Pages: CD-ROM

ISSN: 1550-445X

INSPEC Accession Number: 8995779

Digital Object Identifier: 10.1109/AINA.2006.152

Posted online: 2006-05-15 11:33:13.0

Abstract

As enterprises worldwide race to embrace real-time management to improve productivity, and flexibility, large amount of resources have been invested in enterprise systems (ESs). feature of these modern systems, they utilize a n-tier client-server architecture that includes application servers to serve users and host applications. The load and user distributions issue in performance tuning of these enterprise systems, as any other multi-server environment proposes an algorithm to distribute users by evoking similar transactions to same servers buffer sizes. The number of transactions can be hosted in each server is constrained by the number of buffers multiplied by a factor specified by system administrators. Based on user profiles, the algorithm suggests user distributions, the number of servers needed, and similar user requests. In addition, it discusses how to apply the knowledge of existing user patterns to distribute new users who have not enough entries in the profile and have no distribution suggestion during run-time.

Index Terms

Indexing

Controlled Indexing

[business communication](#) [client-server systems](#) [customer services](#) [open systems](#) [time systems](#) [resource allocation](#)

Non-controlled Indexing

[buffer constraint](#) [customer service](#) [enterprise system](#) [flexibility](#) [n-tier client-server architecture](#) [productivity](#) [real-time management](#) [system administrator](#)

Author Keywords

[Buffer Constraint](#) [Clustering](#) [Enterprise Systems](#) [Load Balancing](#) [User Distribution](#)

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Customer relationship management in e-commerce: the call center solution

Ohaegbu, K. Devgan, S.S.

Dept. of Electr. & Comput. Eng., Tennessee State Univ., Nashville, TN, USA;

This paper appears in: Southeastcon 2000. Proceedings of the IEEE

Publication Date: 7-9 April 2000

On page(s): 391 - 394

Number of Pages: xviii+542

Meeting Date: 04/07/2000 - 04/09/2000

Location: Nashville, TN

INSPEC Accession Number: 6656823

Digital Object Identifier: 10.1109/SECON.2000.845599

Posted online: 2002-08-06 23:17:06.0

Abstract

E-commerce is not just the transaction, it is also the **customer** service. The advent of internet has without doubt made buying and selling on the Web successful. However, it continues to lack personal contact with the **customer**, which is essential in building and sustaining **customer** loyalty on the Internet. "Real-time" text communication currently used by some companies lacks the combination that is needed to fill this communication gap. According to Forrester Research, **users** actually read the web page word by word. 67% of on-line consumers follow it to the end, but do not complete a transaction. In response to this problem, this research entails developing a system that will enable a Web **customer** to click and talk to a sales representative in real-time and receive the **profile** of the sales representative. In this research, a web **user** initiates a WebClick (sales representative) request, that passes through the Internet and the Web **server** notifies our system of the incoming call. The **server** in turn notifies the sales representative's computer by generating a page showing the particular page the **customer** was browsing at the time the call was initiated. The sales representative can now speak with the web **user** or route the call to another sales representative. This research was limited to voice only.

Index Terms

Inspection

Controlled Indexing

[Internet telephony](#) [electronic commerce](#) [information resources](#)

Non-controlled Indexing

[WebClick](#) [call center](#) [customer relationship management](#) [interactive e-commerce](#) [sales representative](#) [software interface](#)

Author Keywords

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Ping-Ho Ting; Kuan-Ching Li; Ping-Yu Hsu; Chun-Chung Wei; Hsiang-Kai Liao
[Advanced Information Networking and Applications, 2006. AINA 2006. 20th Int Conference on](#)
Volume 2, 18-20 April 2006 Page(s):5 pp.
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Ohaegbu, K.; Devgan, S.S.;
[Southeastcon 2000. Proceedings of the IEEE](#)
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- ☐ 3. **Customer service [in e-business]**
Auguste, D.M.;
[Internet Computing, IEEE](#)
Volume 5, Issue 5, Sept.-Oct. 2001 Page(s):90 - 91
Digital Object Identifier 10.1109/4236.957900
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- ☐ 4. **Customisable off-line Web browsing with mobile software agents**
Yew, A.; Pavlou, G.;
[Service Portability and Virtual Customer Environments, 2000 IEEE](#)
1 Dec. 2000 Page(s):102 - 108
Digital Object Identifier 10.1109/SPVCE.2000.934168
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- ☐ 5. **End customer control in the intelligent network**
Nichols, J.M.; Yakoob, N.A.; Baumgartner, T.J.;
[Intelligent Network Workshop, 1996. IN '96., IEEE](#)
21-24 April 1996
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Electr. Eng. & Comput. Sci., Kansas Univ., Lawrence, KS, USA

This paper appears in: [Web Intelligence, 2005. Proceedings. The 2005 IEEE/WIC/ACM Conference on](#)

Publication Date: 19-22 Sept. 2005

On page(s): 622 - 628

Number of Pages: xxii+819

INSPEC Accession Number: 8747769

Digital Object Identifier: 10.1109/WI.2005.114

Posted online: 2005-10-17 08:49:32.0

Abstract

User profiles, descriptions of **user** interests, can be used by search engines to provide precise results. Many approaches to creating **user profiles** collect **user** information through proxy browsing histories) or desktop bots (to capture activities on a personal computer). Both the require participation of the **user** to install the proxy **server** or the bot. In this study, we explore less-invasive means of gathering **user** information for personalized search. In particular, we are based on activity at the search site itself and study the use of these **profiles** to provide precise results. By implementing a wrapper around the Google search engine, we were able to collect about individual **user** search activities. In particular, we collected the queries for which at least one result was examined, and the snippets (titles and summaries) for each examined result. **User profiles** created by classifying the collected information (queries or snippets) into concepts in a reference hierarchy. These **profiles** were then used to re-rank the search results and the rank-order of the examined results before and after re-ranking were compared. Our study found that **user profile** queries were as effective as those based on snippets. We also found that our personalized search resulted in a 34% improvement in the rankorder of the user-selected results.

Index Terms

Inspection

Controlled Indexing[Internet](#) [query formulation](#) [search engines](#)**Non-controlled Indexing**[Google](#) [Web wrapper](#) [browsing history](#) [desktop bot](#) [personalized search](#) [proxy](#) [reference concept hierarchy](#) [search engine](#) [user profile](#) [user search history](#)**Author Keywords**

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Maryland Univ., Baltimore, MD, USAThis paper appears in: **[Systems, Man and Cybernetics, 2003. IEEE International Conf](#)**

Publication Date: 5-8 Oct. 2003

Volume: 3

On page(s): 2533 - 2538 vol.3

Number of Pages: 5 vol.(lxiv+lxi+5045)

ISSN: 1062-922X

INSPEC Accession Number: 7953465

Posted online: 2003-11-10 09:44:50.0

Abstract

Mobile computing has become an interesting field of research due to the advancement of With the rapidly increasing bandwidth of wireless networks and demand of acquiring information anywhere, delivering content to mobile devices in an effective, efficient, and personalized recognized as one of the important capabilities for enabling information-on-demand. In this of 'user profile' is used for delivering customized content to mobile users. The user profile application server, which includes users' information interests, properties of mobile device preferences. When a wireless application receives an information request from a mobile user relevant content from either company databases or other sources including the Internet based specified by the user, customizes it based on users' preferences and network condition, and user. In other cases, a wireless application may automatically multicast certain information who share the common interest via the 'push' technology. This study aims to explore effective delivery of personalized content to mobile devices under the restrictions imposed by wireless mobile devices.

Index Terms**Inspec****Controlled Indexing**[Internet](#) [mobile computing](#) [mobile radio](#) [multicast communication](#) [multimedia](#)
[radio networks](#)**Non-controlled Indexing**[Internet](#) [application server](#) [databases](#) [mobile computing](#) [mobile devices](#) [per](#)
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Digital Object Identifier 10.1109/DEXA.2000.875014
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[Web Intelligence, 2005. Proceedings. The 2005 IEEE/WIC/ACM International \(](#)
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Digital Object Identifier 10.1109/WI.2005.101
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- ☐ 3. **Personalized search based on user search histories**
Speretta, M.; Gauch, S.;
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19-22 Sept. 2005 Page(s):622 - 628
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- ☐ 4. **Personalized content delivery to mobile devices**
Dongsong Zhang; Shijagurumayum, S.;
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- ☐ 5. **MPEG-7 MDS-Based Application Specific Metadata Model for Personalize Access in a DTV Broadcast Environment**
Tsekeridou, S.;
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EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
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L9	0	personaliz\$4 with (content\$2 or result\$2 or output\$2 or respons\$2) with (user adj information) same shar\$4 with ((user or client or customer or consumer) adj2 profile) with (server\$3 or provider\$3 or (third adj party))	US-PGPUB; USPAT; EPO; JPO; IBM_TDB	OR	ON	2006/08/16 09:54

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↑ ABSTRACT

Personalization generally refers to making a Web site more responsive to the unique and individual needs of each user. We argue that for personalization to work effectively, detailed and interoperable user profiles should be globally available for authorized sites, and these profiles should dynamically reflect the changes in user interests. Creating user profiles from user click-stream data seems to be an effective way of generating detailed and dynamic user profiles. However a user profile generated in this way is available only on the computer where the user accesses his browser, and is inaccessible when the same user works on a different computer. On the other hand, the integration of Internet with telecommunication networks have made it possible for the users to connect to Web with a variety of mobile devices as well as desk tops. This requires that user profiles should be available to any desktop or mobile device on the Internet that users choose to work with. In this paper, we address these problems through the concept of "Trusted Authority". A user agent at the client side that captures the user click stream, dynamically generates a navigational history 'log' file in Extensible Markup Language (XML). This log files is then used to produce the 'user profiles' in Resource Description Framework (RDF). User's right to privacy is provided through the Platform for Privacy Preferences (P3P) standard. User profiles are uploaded to the trusted authority and served next time the user connects to the Web. The trusted authority concept, serving as a namespace qualifier, provides globally unique userid/password identification for users. Furthermore user profiles dynamically reflect the changes in their interests since the data generated while they are surfing the Web contribute to their profile. Also since the user profiles are defined in RDF, they are interoperable and available to any type of authorized device on the Internet.

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 ISBN:1-58113-680-3

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↑ ABSTRACT

A computationally enhanced message contains some embedded programmatic components that are interpreted and executed automatically upon receipt. Unlike ordinary text email or instant messages, they make possible a number of useful applications. In this paper, we describe a general and flexible messaging system called SHOCK that extends the functionality of prior computational email systems by allowing XML-encoded SHOCK messages to interact with an automatically created profile of a user. These profiles consist of information about the most common tasks users perform, such as their Web browsing behavior, their conventional email usage, etc. Since users are sensitive about such data, the system is designed with privacy as a central design goal, and employs a distributed peer-to-peer architecture to achieve it. The system is largely implemented with commodity Web technologies and provides both a Web interface as well as one that is tightly integrated with users ordinary email clients. With SHOCK, users can send highly targeted messages without violating others privacy, and engage in structured conversation appropriate to the context without disrupting their existing work practices. We describe our implementation in detail, the most useful novel applications of the system, and our experiences with the system in a pilot field test.

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D. Software

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↳ **D.2.11** Software Architectures

↳ **Subjects:** Information hiding

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The paper presents results of a research project that has aimed at developing a knowledge management architecture for mobile work domains. The architecture developed, called FieldWise, was based on fieldwork in two organisations and feedback from users of prototype systems. This paper describes the empirically grounded requirements of FieldWise, how these have been realised in the architecture, and how the architecture has been implemented in the news journalism domain. FieldWise adds to th ...

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1 [SPLASH: Stanford parallel applications for shared-memory](#)



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 March 1992 **ACM SIGARCH Computer Architecture News**, Volume 20 Issue 1

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We present the Stanford Parallel Applications for Shared-Memory (SPLASH), a set of parallel applications for use in the design and evaluation of shared-memory multiprocessing systems. Our goal is to provide a suite of realistic applications that will serve as a well-documented and consistent basis for evaluation studies. We describe the applications currently in the suite in detail, discuss some of their important characteristics, and explore their behavior by running them on a real multiprocess ...

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3 [Profiling Java applications using code hotswapping and dynamic call graph revelation](#)



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Instrumentation-based profiling has many advantages and one serious disadvantage: usually high performance overhead. This overhead can be substantially reduced if only a small part of the target application (for example, one that has previously been identified as a performance bottleneck) is instrumented, while the rest of the application code continues to run at full speed. The value of such a profiling technology would increase further if the code could be instrumented and de-instrumented as m ...


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1 [Shared-memory performance profiling](#)



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This paper describes a new approach to finding performance bottlenecks in shared-memory parallel programs and its embodiment in the Paradyn Parallel Performance Tools running with the Blizzard fine-grain distributed shared memory system. This approach exploits the underlying system's cache coherence protocol to detect data sharing patterns that indicate potential performance bottlenecks and presents performance measurements in a data-centric manner. As a demonstration, Parodyn helped us improve ...

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Publisher: ACM Press

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Transactional Coherence and Consistency (TCC) provides a new parallel programming model that uses transactions as the basic unit of parallel work and communication. TCC simplifies the development of correct parallel code because hardware provides transaction atomicity and ordering. Nevertheless, the programmer or a dynamic compiler must still optimize the parallel code for performance. This paper presents TAPE, a hardware and software infrastructure for profiling in TCC systems. TAPE extends the ...

3 [SPLASH: Stanford parallel applications for shared-memory](#)



Jaswinder Pal Singh, Wolf-Dietrich Weber, Anoop Gupta

 March 1992 **ACM SIGARCH Computer Architecture News**, Volume 20 Issue 1

Publisher: ACM Press

 Full text available: [pdf\(3.04 MB\)](#) Additional Information: [full citation](#), [abstract](#), [citations](#), [index terms](#)

We present the Stanford Parallel Applications for Shared-Memory (SPLASH), a set of parallel applications for use in the design and evaluation of shared-memory


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1 [Cluster resource management: Resource overbooking and application profiling in shared hosting platforms](#)


 Bhuvan Urgaonkar, Prashant Shenoy, Timothy Roscoe
 December 2002 **ACM SIGOPS Operating Systems Review**, Volume 36 Issue SI

Publisher: ACM Press

 Full text available: pdf(2.00 MB) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#)

In this paper, we present techniques for provisioning CPU and network resources in shared hosting platforms running potentially antagonistic third-party applications. The primary contribution of our work is to demonstrate the feasibility and benefits of overbooking resources in shared platforms, to maximize the platform yield: the revenue generated by the available resources. We do this by first deriving an accurate estimate of application resource needs by profiling applications on dedicated no ...

2 [Ubiquitous WWW: Profiles for the situated web](#)


 Lalitha Suryanarayana, Johan Hjelm
 May 2002 **Proceedings of the 11th international conference on World Wide Web**

Publisher: ACM Press

 Full text available: pdf(263.89 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

The World Wide Web is evolving into a medium that will soon make it possible for conceiving and implementing situation-aware services. A situation-aware or situated web application is one that renders the user with an experience (content, interaction and presentation) that is so tailored to his/her current situation. This requires the facts and opinions regarding the context to be communicated to the server by means of a profile, which is then applied against the description of the application o ...

Keywords: CC/PP, XML, profiles, situated-aware applications, vocabulary, web architecture

3 [Wireless and Mobile Networks Performance: Supporting diverse mobile applications with client profiles](#)


 Laura Bright, Samrat Bhattacharjee, Louiqa Raschid
 September 2002 **Proceedings of the 5th ACM international workshop on Wireless mobile multimedia**

Publisher: ACM Press

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1 [Data management issues in electronic commerce: Supporting global user profiles through trusted authorities](#)



Ibrahim Cingil

 March 2002 **ACM SIGMOD Record**, Volume 31 Issue 1

Publisher: ACM Press

 Full text available: pdf(497.02 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#)

Personalization generally refers to making a Web site more responsive to the unique and individual needs of each user. We argue that for personalization to work effectively, detailed and interoperable user profiles should be globally available for authorized sites, and these profiles should dynamically reflect the changes in user interests. Creating user profiles from user click-stream data seems to be an effective way of generating detailed and dynamic user profiles. However a user profile gener ...

2 [FieldWise: a mobile knowledge management architecture](#)



Henrik Fagrell, Kerstin Forsberg, Johan Sanneblad

 December 2000 **Proceedings of the 2000 ACM conference on Computer supported cooperative work**

Publisher: ACM Press

 Full text available: pdf(470.03 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

The paper presents results of a research project that has aimed at developing a knowledge management architecture for mobile work domains. The architecture developed, called FieldWise, was based on fieldwork in two organisations and feedback from users of prototype systems. This paper describes the empirically grounded requirements of FieldWise, how these have been realised in the architecture, and how the architecture has been implemented in the news journalism domain. FieldWise adds to th ...

Keywords: hand-held devices, knowledge management, mobile CSCW, organisational memory

3 [Supporting activities: Proactive support for the organization of shared workspaces using activity patterns and content analysis](#)



Wolfgang Prinz, Baber Zaman

 November 2005 **Proceedings of the 2005 international ACM SIGGROUP conference on**